

## **MADERA COUNTY**

### **OFFICE ASSISTANT I OFFICE ASSISTANT II**

#### **DEFINITION**

Under supervision (Office Assistant I) or general supervision (Office Assistant II), to perform a variety of clerical and general office work in support of the assigned department; and to do related work as required.

#### **SUPERVISION EXERCISED**

##### **Office Assistant I**

Exercises no supervision.

##### **Office Assistant II**

Exercises no supervision.

#### **DISTINGUISHING CHARACTERISTICS**

**Office Assistant I** This is the entry level in the Office Assistant class series. Positions at this level usually perform most of the duties required of the positions at the Office Assistant II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

**Office Assistant II** This is the full journey level in the Office Assistant class series. Positions at this level are distinguished from the Office Assistant I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and positions at the Office Assistant II level are normally filled by advancement from the Office Assistant I level. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Office Assistant II level.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Serves as receptionist; assists callers and visitors by directing them to appropriate County staff; distributes copies of materials; answers questions and provides information within specific guidelines; provides forms, applications, and other materials; may assist citizens and others in completing applications or forms; makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in departmental and/or central files; types general correspondence, memoranda, documents, and reports from handwritten or typed notes, drafts, or machine dictated tapes; formats documents and checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts; ensures compliance with records retention system procedures; receives money and issues receipts; prepares and processes deposits; researches and compiles information from a variety of sources for reports; prepares routine periodic reports; maintains inventory and stock of supplies for the assigned area; prepares and maintains records; enters and retrieves data; produces various documents and reports; maintains confidentiality of sensitive information and documents; schedules appointments and interviews; assembles information from a variety of sources; schedules and prepares rooms for meetings and training sessions; collects department timecards; maintains records of staff attendance and absences; reviews and verifies timecards for accuracy and completeness; submits timecards to supervisor; processes applications and issues permits, registrations, and other documents; trains and assists assigned staff in the use and operation of a variety of computer systems, programs, and applications; attends, records, and transcribes minutes for a variety of meetings and commissions; receives, sorts, and distributes mail; may participate in special projects and assignments as requested; operates a variety of modern office equipment including computers, word processors, printers and copiers; some positions may operate postage and bulk mailing equipment.

### **OTHER JOB RELATED DUTIES**

Performs related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Office Assistant I**

##### **Knowledge of:**

Principles and procedures used in report preparation.  
Modern office practices, methods, and computer equipment.  
Basic principles of record keeping.  
Basic mathematical principles.  
English usage, spelling, grammar, and punctuation.

**Skill to:**

Operate modern office equipment including computer equipment.  
Type and enter data at a speed necessary for successful job performance.

**Ability to:**

Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.  
Perform general clerical work including maintenance of appropriate records and compiling information for reports with minimal supervision.  
Respond to requests and inquiries from the general public.  
Perform accurate mathematical computations.  
Understand and follow oral and written instructions.  
Deal tactfully and courteously with the public and other County staff when providing information about work assignments.  
Communicate clearly and concisely, both orally and in writing.  
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Some clerical experience.

**Training:**

Equivalent to the completion of the twelfth grade.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Office Assistant II**

In addition to the qualifications for an Office Assistant I:

**Knowledge of:**

Principles and procedures of record keeping.  
Policies and procedures of the assigned department or unit.

**Skill to:**

Type and enter data at a speed necessary for successful job performance.

**Ability to:**

Interpret, apply, and explain the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.  
Work independently in the absence of supervision.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Two years of responsible clerical experience equivalent to an Office Assistant I with Madera County.

**Training:**

Equivalent to the completion of the twelfth grade.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Effective Date:** October, 2001